

FOCUS CARE WALES

Service User Survey Results 2026

YOU SAID, WE DID



We asked people about their experience of the support they receive, the staff who support them, and how confident they feel raising concerns.

Feedback remains overwhelmingly positive, with excellent satisfaction across most areas of the service. A small number of responses have highlighted opportunities for us to improve consistency and continue delivering high-quality, person-centred support.

	WE ASKED	YOU SAID	WE DID
 MY SUPPORT	How do you feel about the support you receive? We asked about the support you receive, including how you are treated, your independence, involvement in your care and support, and how your personal plan is reviewed.	✓ EXCEPTIONALLY POSITIVE People shared exceptionally positive feedback about the support they receive. - They feel respected, supported and encouraged to be independent - They feel accepted for who they are - They are supported to follow and practice their faith - They are involved in planning and reviewing their support 100% satisfaction across all areas in this section	✓ We will continue to: - Deliver person-centred support tailored to individual needs - Promote dignity, respect and independence - Ensure people remain fully involved in planning and reviewing their support - Continue supporting people's cultural, spiritual and personal preferences
 STAFFING	How do you feel about the staff who support you? We asked about the care and support you receive from staff, their consistency, and how they support you to stay safe, attend appointments, go shopping and access your local community.	✓ VERY POSITIVE OVERALL People continue to describe staff as caring, respectful and supportive. - Everyone feels listened to and supported to remain safe - Support to attend appointments and shopping improved to 100% 66.7% of people are supported by the same care/support worker (Down from 100%) 66.7% of people feel supported to access the local community (Down from 100%)	✓ We will continue to: - Promote consistency of care wherever possible - Review staff rotas to maximise continuity of support - Continue encouraging and supporting people to access their local community - Maintain high standards of personalised care and communication
 COMPLAINTS & INFORMATION	Do you feel informed and confident to raise concerns? We asked about how easy it is to make a complaint or suggestion, how concerns are handled, and how information and personal data are managed.	✓ POSITIVE OVERALL People told us that information is easy to understand and their personal information is kept safe and confidential. - Everyone knows how to make a complaint or suggestion - A small number of people were less confident that concerns would always be dealt with effectively 66.7% are confident that any concern raised will be dealt with effectively (Down from 100%)	✓ We will continue to: - Encourage people to raise concerns openly - Reinforce how concerns and complaints are managed and responded to - Continue providing information in clear and accessible formats - Maintain high standards of confidentiality and data protection

★ SUMMARY

Feedback demonstrates a service where people feel valued, respected and well supported, with exceptionally positive satisfaction across the majority of areas.

👤 KEY STRENGTHS

- ✓ Excellent person-centred support
- ✓ High levels of dignity, respect and independence
- ✓ Strong confidence in information sharing and confidentiality
- ✓ Improved support with appointments and daily living activities

📈 AREAS FOR IMPROVEMENT

- Continuity of care with familiar staff
- Supporting greater access to the local community
- Building confidence that concerns will always be acted upon

📋 NEXT STEPS

- Review staffing arrangements to improve continuity
- Continue promoting community participation and independence
- Strengthen communication around how concerns and complaints are managed
- Continue monitoring feedback to ensure services continue to improve

❤️ *Thank you!*

Thank you to everyone who completed this year's survey. Your feedback helps us to continually improve the support we provide and ensures people remain at the centre of everything we do.

